EXHIBIT A

Field User Focus Group Meeting
Session Notes

August 26-27, 1997

CUSTOMER INFORMATION DISPLAY

Business Requirements Definition

Key Focus Areas

The information requirements at the gate vary and are dependent upon which stage of the boarding process is in effect. The stages of the boarding process can be described as follows:

Idle: In between flights, last flight closed out, next flight not yet opened.
Pre-Arrival Check-In: Flight opened, inbound flight not arrived, check-in started.
Pre-Boarding Check-In: Flight opened, check-in started, not yet boarding.
Boarding: Still checking-in, boarding started.
Departure: Boarding complete, no longer checking in passengers, closing flight.

Information displayed at the gate can be divided into four basic areas:

- Flight Information
- Boarding Information
- Standby list status
- Other (exception based information, gate agent discretion, advertising)

3

Boarding
- Estimated time until boarding starts
- Flight Close-out time (Be on board 10 minutes before departure).
- Summary of what documents you need to board.
- Carry-on baggage rules.
- Boarding Rows ......   (Multiple Languages)
- General Boarding Procedure (sequence of rows).
- Child / Infant Rules.
- Carry-on Baggage Placement Guidelines.
  - 2 bag limit
  - Size limit
  - "As a courtesy to other passengers, please use SizeWise."
- Wheelchair/stroller check.
- Video for carry-on baggage problems.
- Information about "good to go" status with an example of OK document (highlight where seat ID is on card).
- Standby information:
  - List of passenger names who might not make the flight.
  - Stand-by list "closed"/open status.
  - Instructions about WHEN standbys will be cleared.
  - Displaying names of those cleared that need to check with agent.
  - Instructions to remain in lobby (not board) until list cleared / agent list is cleared.

Departure
- Flight Departed - Check with information counter.

5